

2020 Census 17. Census Questionnaire Assistance Operation (CQA)

Version: 0.10

Revision Date: 10/11/2017



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Major Revision Change History

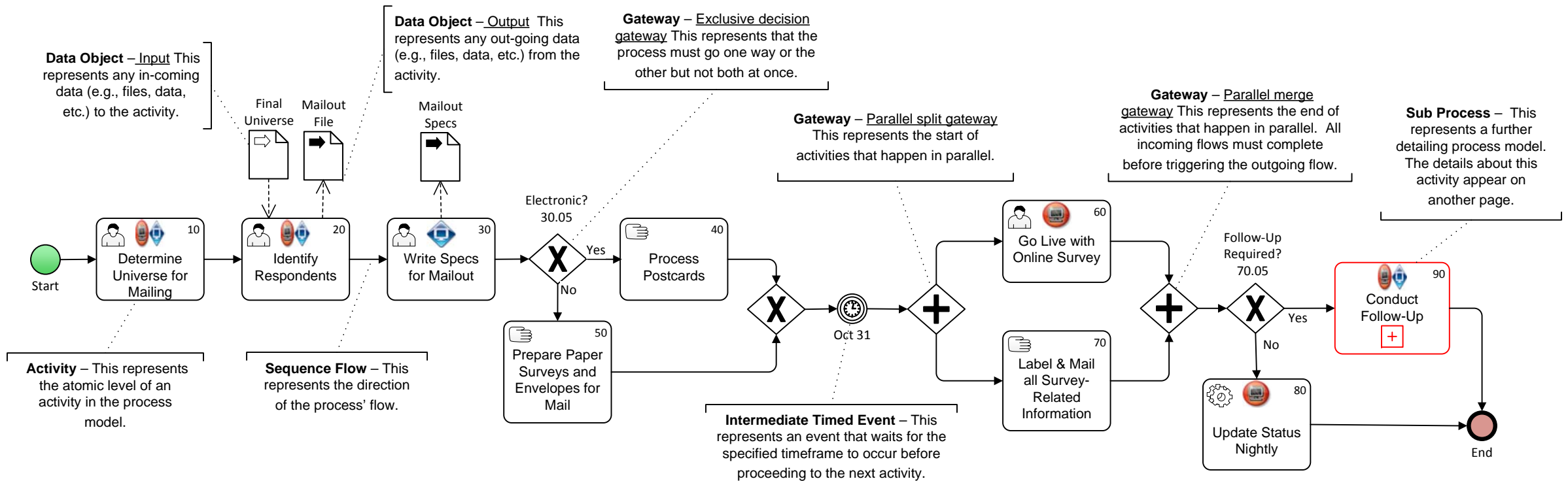
| Date | Description | Author | Version # | Page #'s |
|------------|--|------------------|-----------|----------|
| 05/05/2016 | Created from the 2020 model | Elina Green | 0.1 | All |
| 05/11/2016 | Included "Provide Status" activity | Elina Green | 0.2 | P.4 |
| 05/18/2016 | Updated with SME input regarding queuing of calls. | Elina Green | 0.3 | P.4 |
| 05/19/2016 | Applied QC updates | Elina Green | 0.4 | |
| 08/16/2016 | Changed from "Re-Interview" to "Re-interview"; Revised page 7 | Elina Green | 0.5 | P.7 |
| 01/23/2017 | Updated to include systems layer; ran spell check | Elina Green | 0.6 | All |
| 03/13/2017 | Updated to include changes for March baseline | Elina Green | 0.7 | All |
| 05/30/2017 | Removed "EMAIL" functionality & UE Reinterviews | Elina Green | 0.8 | |
| 08/02/2017 | Added new activity "Oversight, Monitoring & Reporting" Changed "electronic" to ""Webchat", removed "metadata", Updated purpose statements. | Elina Green & LS | 0.9 | All |
| 10/11/2017 | DOP Support – changed "web chat" to "Webchat" | | 0.10 | All |

Reading and Understanding the Model

Example Activity Model

BPM Purpose

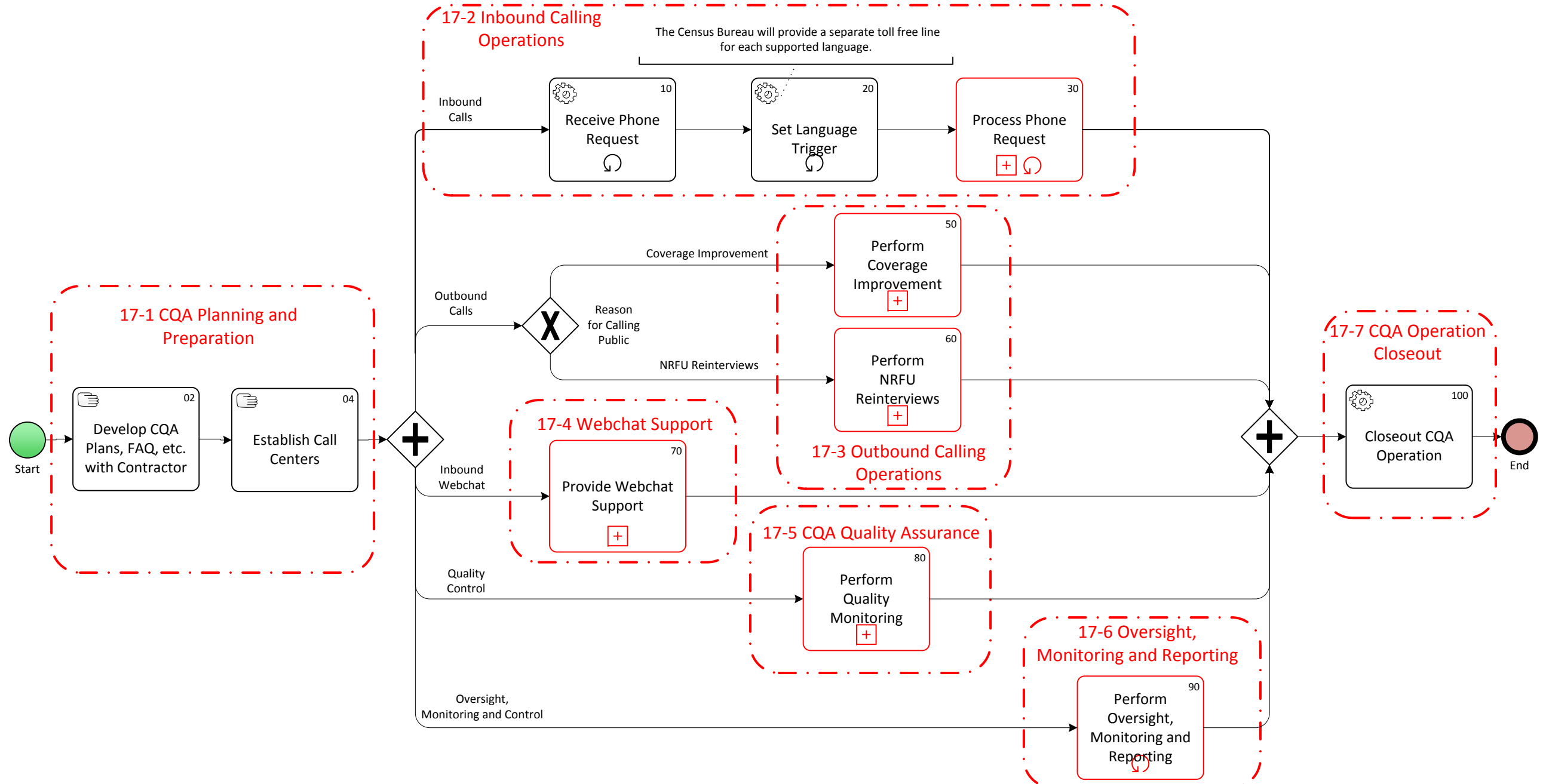
- Describe Census Operations business processes – activities, resources and key milestones
- Provide the details necessary for non-subject matter experts to understand the business process
- Contribute to the requirements development process
- Facilitate the linkage of business processes to IT capabilities
- Capture Operations inputs and outputs



| Key: | Activities | | | | | | Gateways | Data Objects | Other |
|-----------------------------------|--|--|--|--|--|--|--|---|---|
| Events | | | | | | | | | |
| Start: | | | | | | | | | |
| End: | | | | | | | | | |
| Intermediate Timed Event: | | | | | | | | | |
| Flow continued on another page: | | | | | | | | | |
| Flow continued from another page: | | | | | | | | | |
| | Activities Activity at atomic level: Activity 10 Activity containing a sub process: Sub Process 20 Optional Activity Numbering: Activity 10, Sub Process 20 Note: If numbering, number by 10s to leave room for additional activities between initial activities, just in case they are needed. | | | | | | | | |
| | Activity involving: → USER interacting with a system or software: Activity → MANUAL activity (no system/software involved): Activity → SERVICE or batch processing: Activity → Any system developed specifically for Census' use: Activity → Both a system developed specifically for Census' use and COTS products: Activity → SENDING a message: Activity → RECEIVING a message: Activity → RECURRING steps: Activity → Any commercial-off-the-shelf (COTS) products: Activity | | | | | | | | |
| | | | | | | | Gateways Exclusive: Parallel: Event Based: | Data Objects Input: Output: Data Store: | Other Sequence Flow: Association: Annotation: [This file is created by the SME before this process kicks off.] |

2020 Census 17. Census Questionnaire Assistance Operation (CQA)

Purpose: Provide questionnaire assistance for respondents by answering questions about specific items on the census form or other frequently asked questions about the 2020 Census and provide an option for callers to complete a census interview over the telephone. Also, provides outbound calling in support of NRFU Reinterview and Coverage Improvement.



30. Process Phone Request

Purpose: To receive and provide questionnaire assistance to the public via an Interactive Voice Response (IVR), which allows customers to interact with the Census host system via a telephone keypad without speaking to a live agent, or speak to a live agent.

17-2.3 Process Phone Request

17-2.3.1 Process IVR Phone Request

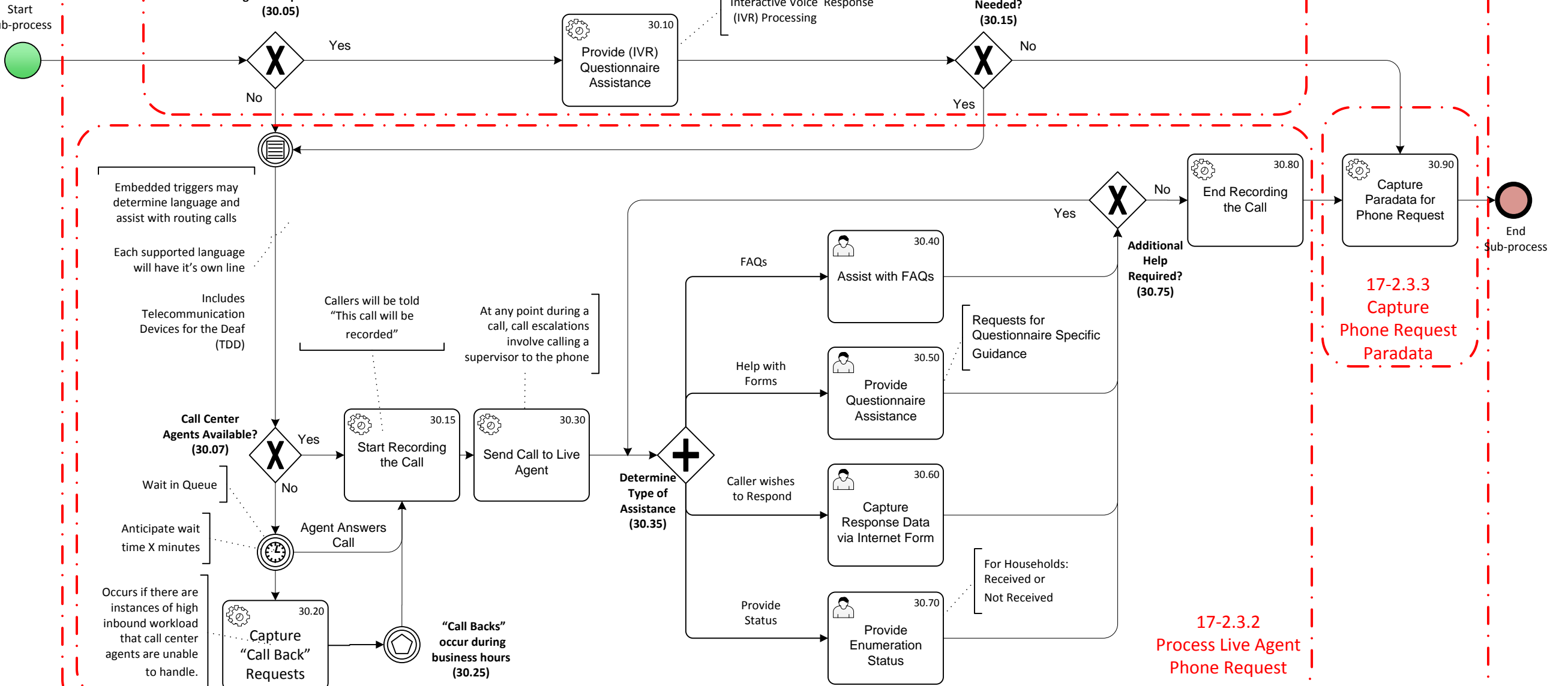
During business hours, a
Caller may elect to speak to a live agent.

Interactive Voice Response
(IVR) Processing

Agent Assistance
Needed?
(30.15)

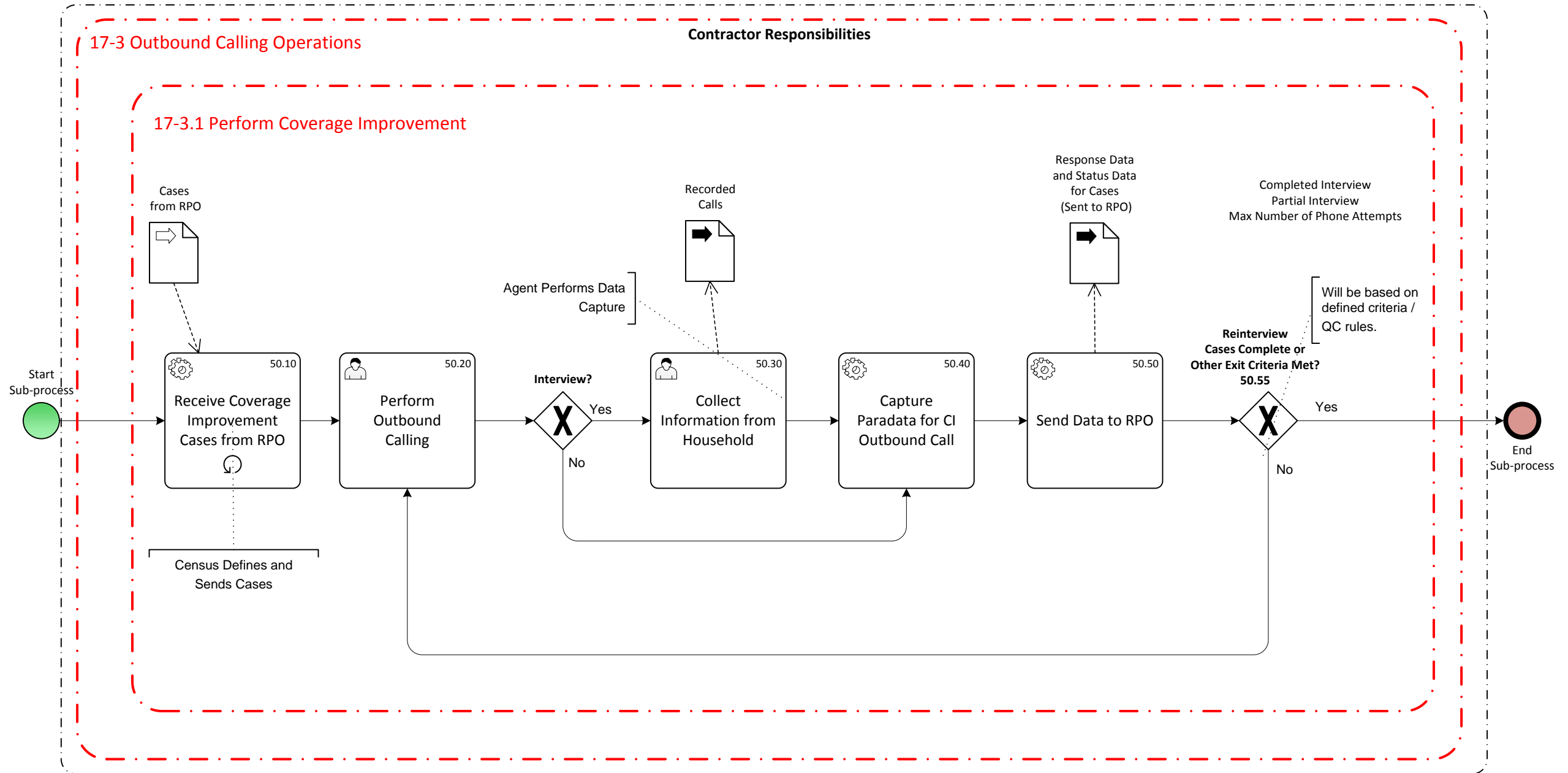
Is Language
English or Spanish?
(30.05)

Start
Sub-process



50. Perform Coverage Improvement

Purpose: An enumeration follow-up operation to obtain additional information via the telephone from household respondents to correct potential coverage errors.



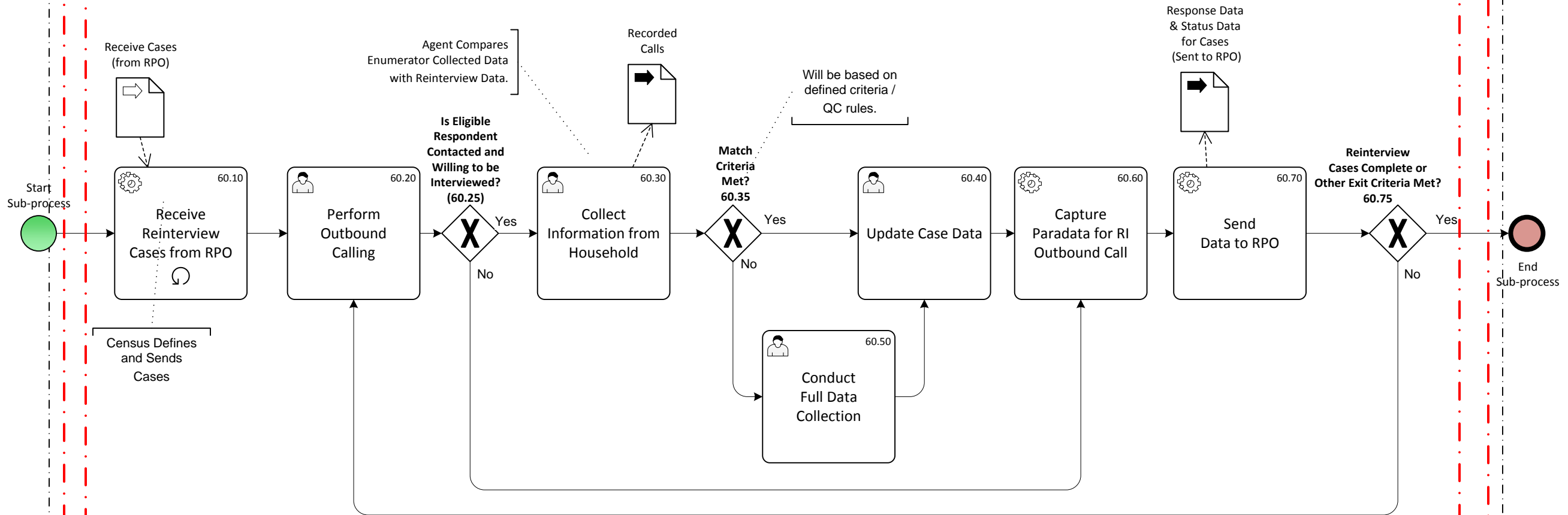
60. Perform NRFU Reinterviews

Purpose: An enumeration follow-up operation via the telephone to support NRFU quality assurance activities.

Contractor Responsibilities

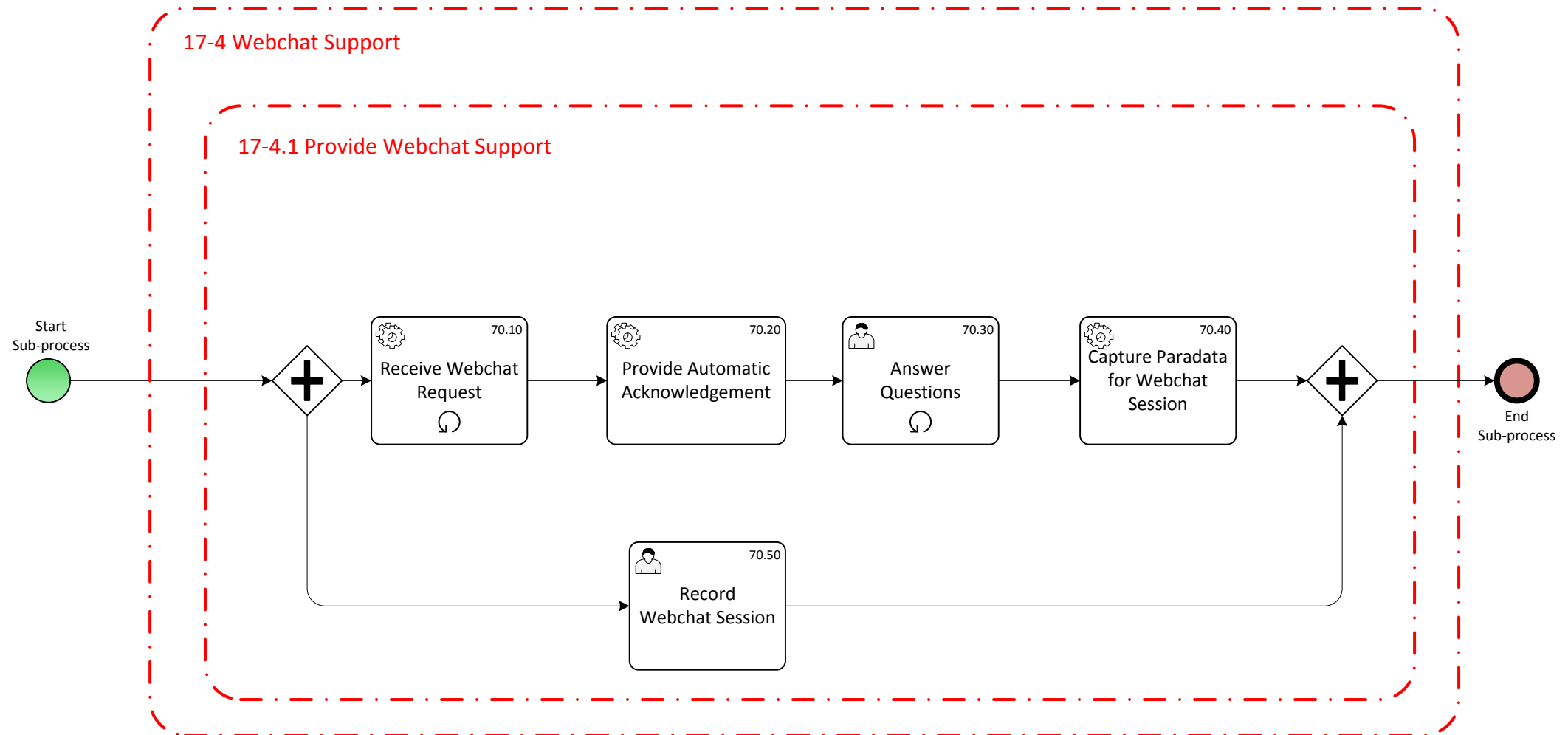
17-3 Outbound Calling Operations

17-3.2 Perform NRFU Reinterviews



70. Provide Webchat Support

Purpose: To receive and provide questionnaire assistance to the public via webchat functionality.



80. Perform Quality Monitoring

Purpose: To monitor inbound and outbound phone calls and webchat communications for quality control purposes.

17-5 CQA Quality Assurance

17-5.1 Perform Quality Monitoring

